

City of Columbus

Date of Request: 2-23-15
Date Required: ASAP
Position: Customer Service/Registration Manager – CGC/FFY
Department: Columbus Parks and Recreation
Job Opening: Full Time
Salary Range: \$24,846 – \$35,494
FLSA: Non-Exempt
Supervised By: Recreation/CGC Program Manager
Supervises: Part-time registration staff

Applications Deadline: Until filled

Applications can be picked up in the Personnel Office at 123 Washington Street, Columbus IN 47201 or online at www.columbus.in.gov on the Career link.

Summary:

Act as primary registration desk administrator & support for administrative staff by providing excellent customer service for area citizens requiring knowledge of the Columbus Parks and Recreation Department, Foundation For Youth and community resources.

Job Requirements:

High School Diploma and at least 2 years experience working in a business related environment. Experience in all Microsoft Office programs desired (Excel, Publisher etc.)

Essential Position Responsibilities:

1. Responsible for administration and supervision of the registration desk part-time employees in their daily duties. Responsible for training of part-time registration staff. (*including training for facility safety drills & procedures for fire drills, tornado drills & code blue lockdowns & evacuation drills.)
2. Actively engage & serve as goodwill ambassador to all program participants, parents & staff of the CGC/FFY facility.
3. Responsible for effectively managing public services that are offered by CGC & FFY programs
 - a. Responsibility for marketing & distributing program fliers for CGC & FFY in local schools & in the community.
 - b. Informing staff of activity schedule changes & providing accurate info to the public
4. Typing of letters, schedules and other assorted materials.
5. Enter & maintain all class codes, program information & data in Rec Trac for both CGC & FFY.
6. Billing and collecting accounts receivable (coordinate the collection letter process for Foundation for Youth programs)
7. Responsible for maintaining flyers in information boxes.
8. Assist customers in person and on the phone & in the community by:
 - a. Developing and strengthening working relationships with members & staff of both CGC & FFY
 - b. Providing accurate information on scheduled activities/events and fees
 - c. Understanding class/program availability along with times, fees, when and where registrations can be done.
 - d. Working with CGC Program Manager & FFY Directors to coordinate scheduling areas of the CGC/FFY facility.

- e. Directing calls or taking messages for staff members and customers of the CGC/FFY staffs.
- 9. Perform support functions for staff including faxing, distributing mail, website updates, e-mailing, making phone calls, managing/assisting on-site with special events or rentals etc. as needed.
- 10. Responsible for attending all assigned meetings in order to receive & prepare appropriate information for the public & staff. This position will create a 3 year strategic plan that addresses professional/facility development.
- 11. Responsible for accounts receivable & ordering supplies, stocking & inventory of drink machines & FFY office supplies.
- 12. All other duties necessary for the efficient operation of Columbus Gymnastics Center and the Foundation For Youth as deemed necessary.

Judgment:

Work is somewhat difficult and complex and is performed under direction with some latitude granted the incumbent for exercise of independent judgment. Problem solving skills are a must!

Supervisory Responsibility:

Coordinates day to day functions of office area & supervises part-time registration staff.

Relationships Responsibility:

Must be a positive, upbeat person. Work requires extensive contact with both staff and citizens including children of all ages. Must be able to respond to requests for information and complaints. Must also be able to effectively manage stressful situations & interact with members of the community in a positive & pro-active manner. Independent responsibility, passion for growth & leadership skills are strongly desired.

Working Conditions:

Normal working conditions in an office-setting. Occasional attendance at off-site programs such as school fairs or special events (i.e. Bowl for Kids' Sake, Festival of the Young Child). Some events could be located in outdoor settings.

Remarks:

Bartholomew County or neighboring county resident within 6 months of hire. Must have a good driving record, and will have a criminal background check and pre-employment drug screen after conditional offer of employment.

Note: *This job description is intended to provide a general overview of typical general duties as well as the complexity of the work to be performed by this staff member. It is not intended as an exhaustive list of all duties, responsibilities, or specific tasks required of this person.*

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M/F/H/V